

Virginia Office of EMS Accreditation for PSAP's and 911 Centers

The Virginia Office of Emergency Medical Services is establishing an accreditation program for 911 public safety answering points (PSAP) and emergency dispatch centers. This is to promote implementation of emergency medical dispatch (EMD) protocols and continued training and education in this area. This will not be a certification, but an acknowledgement from the Virginia Office of Emergency Medical Services (OEMS) of a PSAP's effort to implement guidelines set for communications involving EMS.

VIRGINIA OEMS ACCREDITATION GUIDELINES:

A: Implementation of an emergency medical dispatch system meeting or exceeding standards established by the National Highway Traffic Safety Administration (NHTSA) and accepted and recognized by the American Society for Testing Materials (ASTM). Examples of approved systems include, but are not limited to, programs offered by the Association of Public Safety Communications Officers, International (APCO), Powerphone®, Priority Dispatch® or National Emergency Communications Institute®.

B: Minimum of 25% of communications personnel certified as an emergency medical dispatcher through an approved EMD program (as described in section A).

C: Minimum of one person on staff certified as an emergency medical dispatch instructor through an approved EMD program (as described in section A) OR a memorandum of understanding with adjacent jurisdiction(s) for cooperative training. This may include coordination of interagency training programs or cooperation on hosting EMD system provider trainers.

D: Minimum one person with EMD certification (as described in section A) on duty at the PSAP or EMS dispatch center at all times.

E: A minimum 40 hours training, bi-annually, of continuing EMD/EMS communications education per PSAP or 911 Center. This may include in-house training and/or sending of communications personnel for outside training. Cooperative training with other OEMS accredited agencies count as completion of requirement.

F: A quality assurance and quality improvement process to assure EMD system compliance. This will consist of call review and/or call monitoring.

G: An annual report submitted to OEMS documenting compliance with all guidelines set

by OEMS for accreditation. This will include program implementation and training documentation.

H: These standards must also be accepted by a currently endorsed EMS Physician (as defined in Virginia EMS Regulations; 12 VAC 5-31-1800 & 1810). A letter signed by same EMS Physician must accompany the initial application for accreditation and all subsequent documentation submitted for recurring approvals.

TO SUBMIT APPLICATION:

Please complete [application](#), print a copy for your records, then submit electronically. Also attach a copy of the application with copies of EMD training certifications for all qualified communications officers and a copy of all MOU's to the Virginia Office of Emergency Medical Services for confirmation. Items may be faxed to (804) 864-7580. Insure title page is "Attention: EMD Accreditation".

This information may also be mailed to:
Virginia Office of Emergency Medical Services
Attention: EMD Accreditation
P.O. Box 2448
Richmond Va. 23218-2448

Note: Applications will not be considered until all documentation has been received by OEMS.

Contact [Ken Crumpler](#), EMS Communications Coordinator, at (804) 864-7642 with any questions.